

DEFENSE NUCLEAR FACILITIES SAFETY BOARD

Information Handbook

Obtaining Records and Information from the Board

There are five ways to obtain records and information from the Board:

- ▶ The Board maintains a Public Reading Room (PRR) in its offices at 625 Indiana Avenue, NW, Washington, D.C. The purpose of the PRR is to provide easy access to a substantial portion of the Board's records. This room is open to the public Monday through Friday from 8:00 a.m. to 4:30 p.m. Librarians are on hand to assist users in finding documents. A computer terminal is also available to search the Board's public electronic files. Copies can be made on the premises for a nominal charge.
- ▶ The Board's Internet home page address is: <http://www.dnfsb.gov>. This resource is constantly expanding and provides rapid access to many important Board documents such as recommendations to the Department of Energy (DOE), annual reports to Congress, and technical studies. Links are provided to many other websites at DOE and other locations. Upcoming Board public meetings are noticed at this site as well as in the *Federal Register*.
- ▶ A direct request for documents can be made to the Board's Information Officer, Andrew Thibadeau, by calling 202-694-7000 or sending an electronic message to andrewt@dnfsb.gov.
- ▶ A Freedom of Information Act (FOIA) request can be sent by mail to the Board's offices. The Board's FOIA regulations are found in the Code of Federal Regulations (CFR) at 10 CFR 1703, and can also be read at the Board's Internet website. FOIA requests should be addressed as follows:

FOIA Officer
Defense Nuclear Facilities Safety Board
625 Indiana Ave. NW, Suite 700
Washington, DC 20004

- ▶ The Board maintains a mailing list of persons and organizations. You are entitled to be placed on the Board's mailing list to receive new Board Recommendations, technical reports, Annual Reports to Congress, notices of public meetings, and special announcements.

Board Information Systems

The Board maintains two public and seven confidential systems of records listed in the Government Information Locator Service (GILS). The two systems available to the public are (1) the Image Retrieval Information System (IRIS), and (2) Contract Deliverables. The confidential systems are Privacy Act Systems of Records: (1) Personnel Security Files, (2) Personnel Files, (3) Administrative and Travel Files, (4) Drug Testing Program Files, (5) Personnel Radiation Exposure Files, (6)

DNFSB Staff Resume Book, and (7) Supervisory Files. The IRIS system is a large database of documents available to the public. It consists of Board, DOE and DOE contractor documents, but also contains other reference documents pertaining to Board activities and to facilities under the Board's jurisdiction. Search assistance through IRIS is available from librarians in the PRR. Access to the other systems is controlled by the Privacy Act. The Board's Privacy Act rules are found at 10 CFR 1705.

Public Reading Room

The PRR is located in the Board's offices at the above address and is open during the Board's core hours from 8:00 a.m. to 4:30 p.m. As a visitor you are entitled to immediate access to posted Recommendations, notices of meetings, and personnel vacancy announcements. As a customer of the Board you also are entitled to use the PRR to review any of the 50,000+ documents in the Board Library. The Library staff will provide you with a subject printout covering your areas of interest from which you can make selections for full text. As a customer you are entitled to receive, free of charge, the Board's Annual Reports, Recommendations, technical reports, and trip reports. If needed, all other material will be provided to you at minimal cost, using the Board's current Fee Schedule. The Board's copying fees are posted on the Internet home page and in the PRR.

As the Board's customer, you can expect to be received with courtesy and respect. Knowledgeable staff will be helpful and listen to your questions and concerns. In an effort to be fully responsive, we will work with you to help define your areas of interest. You will be helped immediately and will receive service that is responsive to your needs. We strive to provide "same day" research and duplication service for documents currently in our public files.

Contacting the Board Electronically

Members of the public may contact Board staff members for assistance in locating information and records. Electronic messages should be directed to:

Andrew Thibadeau	Information Officer	andrewt@dnfsb.gov
Kenneth Pusateri	General Manager	kenp@dnfsb.gov
Joseph R. Neubeiser	Deputy General Manager	neub@dnfsb.gov

Access Under the Freedom of Information Act

The Board's Freedom of Information Act rules are found at 10 CFR 1703. These rules, along with the Board's Freedom of Information Act Report for 1998, can be accessed at the Board's website, reviewed in the PRR, or requested by mail from the Board's Information Officer.

We will begin processing your FOIA request immediately upon receipt. Every effort will be made to minimize your cost for the search and to respond well within statutory deadlines. Most document requests are filled within a few days.

Customer Service Standard

In 1995, the Board issued a Customer Service Standard, which states:

"We at the Defense Nuclear Facilities Safety Board pledge to you, our customer, that your request will be honored by (1) initially identifying for you a source or contact within the Board, (2) always being courteous and helpful, (3) consistently responding to you in a timely manner, and (4) fully and completely responding to your concerns."